# GOVERNMENT OF INDIA
# HEALTH AND FAMILY WELFARE
# LOK SABHA

STARRED QUESTION NO:186
ANSWERED ON:11.12.2015
Overcrowding of Government Hospitals
Chowdhary Shri Pankaj

**Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:**

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government is aware of overcrowding of Government Hospitals and if so, the details thereof;

(b) the average waiting time and norms drawn and for major procedures and surgeries other than emergency cases in Government Hospitals;

(c) whether an online appointment system for treatment in Government Hospitals/Medical Colleges/Medical Institutes has been introduced, if so, the details thereof indicating the names of the Hospitals where such system has been introduced;

(d) whether some deficiencies in the working of online appointment have been reported, if so, the details thereof; and

(e) the steps taken by the Government to ensure proper treatment of the patients under the system?

## Answer

ANSWER
THE MINISTER OF HEALTH AND FAMILY WELFARE
(SHRI JAGAT PRAKASH NADDA)

(a) to (e): A statement is laid on the Table of the House

STATEMENT REFERRED TO IN REPLY TO LOK SABHA
STARRED QUESTION NO. 186* FOR 11TH DECEMBER, 2015

(a) & (b): The number of patients visiting the Central Government Hospitals for treatment is much more as compared to their handling capacity in terms of number of beds, manpower and other resources. These hospitals are not only attending to the patients of the city of their location but also the patients from neighbouring States and far flung areas of the country. As a result, there is a waiting period for certain procedures, which varies from Department to Department in these Hospitals. As such, various Clinical Departments make their own waiting lists of patients in need of admission taking into consideration the condition of patients, urgency of treatment required and bed availability on a particular day.
(c) to (e): Online Registration System (ORS) has been introduced in Hospitals from 01.07.2015 and so far 11 (eleven) Central Government Hospitals have introduced this system, details of which are available at Annexure. More than 1 lakh appointments have already been taken using this portal. At present, system is in a nascent stage and its functionality and performance is closely monitored for further improvisation. Immediate remedial measures are ensured to address any shortcomings/deficiencies in the operation of the system.
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Annexure
S. No. Name of State Name of Hospital
1. Chandigarh Government Medical College and Hospital Sector
2. Chandigarh Post Graduate Institute of Medical Education and Research
3. Delhi All India Institute of Medical Sciences (AIIMS), New Delhi
4. Delhi Dr. Ram Manohar Lohia Hospital
5. Delhi Kalawati Saran Children's Hospital
6. Delhi Lady Hardinge Medical College and Smt. Sucheta Kriplani Hospital
7. Delhi National Institute of Tuberculosis and Respiratory Diseases
8. Delhi Safdarjung Hospital and VMMC
9. Delhi Sports Injury Centre, Safdarjung Hospital
10. Karnataka National Institute of Mental Health and Neuro Sciences (NIMHANS)
11. Puducherry Jawaharlal Institute of Postgraduate Medical Education and Research